Community Renewal Team (CRT)
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,258	1,230	2%	
	Admits	183	348	-47%	▼
	Discharges	160	244	-34%	▼
	Service Hours	610	284	115%	▲
	Bed Days	184	66	179%	▲

▲ > 10% Over 1 Yr Ago   ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	1,075	83.9%
Forensic SA			
	Case Management	108	8.4%
Mental Health			
	Case Management	68	5.3%
	Outpatient	30	2.3%
Forensic MH			
	Crisis Services	1	0.1%

Consumer Satisfaction Survey (Based on 47 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		100%	80%	91%
✓	Quality and Appropriateness		96%	80%	93%
✓	Participation in Treatment		96%	80%	92%
✓	Overall		96%	80%	91%
✓	General Satisfaction		89%	80%	92%
✓	Outcome		83%	80%	83%
✓	Access		82%	80%	88%
●	Recovery		65%	80%	79%

Legend: ■ Satisfied % | Goal %   ■ 0-80%   ■ 80-100%   ✓ Goal Met   ● Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	63	5%	9%
26-34	306	24%	20%
35-44	378	30%	24%
45-54	242	19%	18%
55-64	203	16%	20%
65+	66	5%	9%

Gender

	#	%		State Avg
Male	994	79%	▲	58%
Female	263	21%	▼	42%
Transgender				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	586	47%	▼	69%
Hisp-Puerto Rican	249	20%		11%
Unknown	238	19%		11%
Hispanic-Other	176	14%		8%
Hispanic-Mexican	6	0%		1%
Hispanic-Cuban	3	0%		0%

Race

	#	%		State Avg
Black/African American	381	30%	▲	17%
Other	347	28%	▲	13%
White/Caucasian	256	20%	▼	62%
Unknown	216	17%	▲	6%
Asian	36	3%		1%
Multiple Races	11	1%		1%
Am. Indian/Native Alaskan	9	1%		1%
Hawaiian/Other Pacific Islander	2	0%		0%

Legend: ■ Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

Variances in data may be indicative of operational adjustments related to the pandemic.

Asian Family Service OP 627210
Community Renewal Team (CRT)
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	31	-3%	
Admits	1	5	-80%	▼
Discharges	-	4	-100%	▼
Service Hours	3	2	67%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		100%	90%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
🔴 6 Month Updates		3%	51%

Diagnosis	Actual % vs Goal	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	43%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	70%	60%	59%	10%
🔴 Employed		7	23%	30%	24%	-7%
🔴 Stable Living Situation		26	87%	95%	72%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		2	7%	90%	80%	-83% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		0	0%	75%	79%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions						▨	17%
Discharges							0%
Services			▨				17%

▨ 1 or more Records Submitted to DMHAS
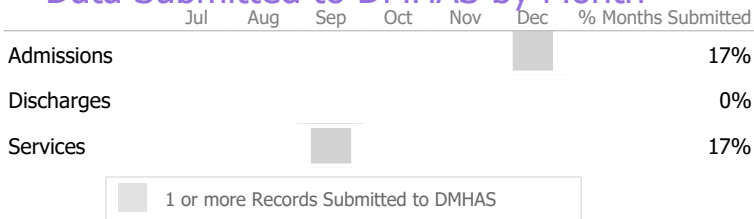
▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ▎Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 73 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

CORP-Prison Off Re-entry703555
Community Renewal Team (CRT)
Forensic MH - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	2	-50%	▼
Admits	-	1	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	-	7	-100%	▼
Bed Days	184	66	179%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	55%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	61%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	270 days	1.5	33%	90%	55%	-57% ▼

▢ < 90%	▢ 90-110%	▢ >110%
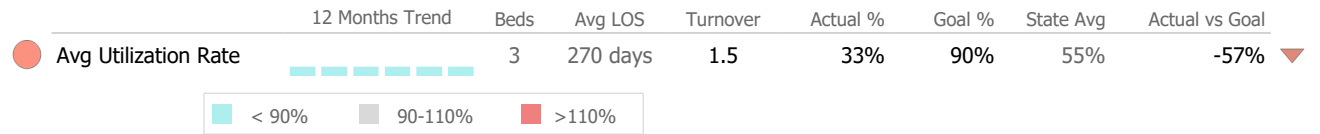
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▢ Actual	| Goal	✓ Goal Met	● Below Goal

* State Avg based on 7 Active Respite Bed Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Homeless Outreach Team 703-294
Community Renewal Team (CRT)
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	37	59%	▲
Admits	18	13	38%	▲
Discharges	35	14	150%	▲
Service Hours	27	72	-62%	▼

Service Engagement
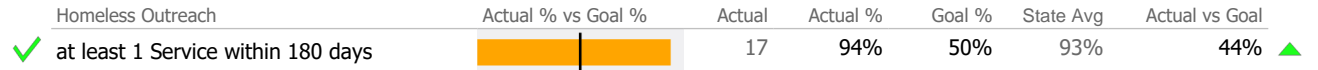
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		17	94%	50%	93%	44%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

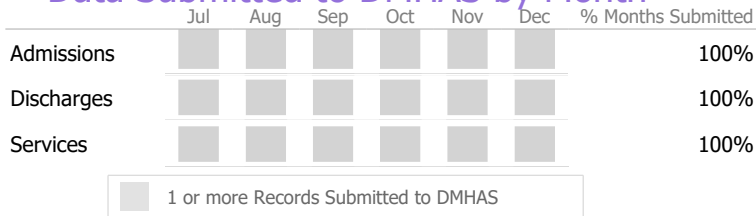* State Avg based on 49 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Next Steps - Pilots
Community Renewal Team (CRT)
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	10	-10%	
Admits	1	2	-50%	▼
Discharges	1	2	-50%	▼
Service Hours	69	149	-53%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		9	100%	85%	86%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		8	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		86%	83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢				17%
Discharges	▢						17%
Services		▢		▢			33%

▢ 1 or more Records Submitted to DMHAS
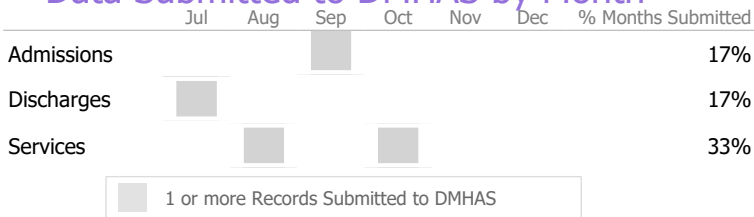
▲ > 10% Over	▼ < 10% Under

▮ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Post-Release Transitional Forensic Case Management
Community Renewal Team (CRT)
Forensic SA - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	94	17	453%	▲
Admits	63	9	600%	▲
Discharges	61	10	510%	▲
Service Hours	369	29		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		40	66%	50%	76%	16%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		83	88%	60%	83%	28%	▲
✓ Employed		42	45%	20%	38%	25%	▲
✓ Self Help		78	83%	60%	71%	23%	▲
● Stable Living Situation		53	56%	80%	60%	-24%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		21	64%	90%	60%	-26%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Pre-Release Transitional Forensic Case Management
Community Renewal Team (CRT)
Forensic SA - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	14	43%	▲
Admits	16	11	45%	▲
Discharges	13	10	30%	▲
Service Hours	24	8	190%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		9	69%	50%	76%	19%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		19	95%	60%	83%	35%	▲
● Self Help		11	55%	60%	71%	-5%	
● Employed		0	0%	20%	38%	-20%	▼
● Stable Living Situation		3	15%	80%	60%	-65%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	60%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

SA Outpatient 703725
Community Renewal Team (CRT)
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,075	1,149	-6%	
Admits	84	307	-73%	▼
Discharges	50	202	-75%	▼
Service Hours	119	17		

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	90%
✓	Valid TEDS Data	87%	80%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	0%	15%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		12	24%	50%	43%	-26%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Employed		192	18%	50%	30%	-32%	▼
●	Abstinence/Reduced Drug Use		230	21%	55%	33%	-34%	▼
●	Not Arrested		421	39%	75%	65%	-36%	▼
●	Self Help		6	1%	60%	15%	-59%	▼
●	Stable Living Situation		348	32%	95%	65%	-63%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		78	8%	90%	52%	-82%	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		0	0%	75%	64%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							67%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 111 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.